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I hereby certify that this correspondence is being electronically transmitted to the United States Patent and Trademark Office, Commissioner for Patents, via the EFS pursuant to 37 CFR §1.8 on the below date:

Date: December 17, 2009 Name: /Michael E. Hussey/  
Michael E. Hussey (Reg. No. 63,265)

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Appln. of: Andrew E. Fano et al.

Appln. No.: 10/663,592

Filed: September 15, 2003

For: REMOTE MEDIA CALL  
CENTER

Attorney Docket No: 10022/397

Examiner: William J. Deane, Jr.

Art Unit: 2614

Confirmation No.: 3285

**SECOND SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT**

MAIL STOP AMENDMENT

Commissioner for Patents

PO Box 1450

Alexandria, VA 22313-1450

In accordance with the duty of disclosure under 37 CFR §1.56 and §§1.97-1.98, and more particularly in accordance with 37 CFR §1.97(c), Applicant hereby cites the following reference(s):

FOREIGN PATENT DOCUMENTS		
DOCUMENT NO.	DATE	COUNTRY
EP 1 087 598 A2	03/28/2001	Europe
EP 1 087 598 A3	12/17/2003	Europe

OTHER ART – NON PATENT LITERATURE DOCUMENTS
European Examination Report, dated November 10, 2009, pp. 1-5, European Patent Application No. 04 765 353.0-2414, European Patent Office, Germany.

Applicant is enclosing Form PTO-1449 (one sheet), along with a copy of each listed reference for which a copy is required under 37 CFR §1.98(a)(2). As each of the listed references is in English, no further commentary is believed to be necessary, 37

C.F.R §1.98(a)(3). Applicant respectfully requests the Examiner's consideration of the above reference(s) and entry thereof into the record of this application.

By submitting this Statement, Applicant is attempting to fully comply with the duty of candor and good faith mandated by 37 CFR §1.56. As such, this Statement is not intended to constitute an admission that any of the enclosed references, or other information referred to therein, constitutes "prior art" or is otherwise "material to patentability," as that phrase is defined in 37 CFR §1.56(a).

The Applicant or Applicants certifies under 37 CFR §1.97(e)(1) that each item of information in this Information Disclosure Statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this Information Disclosure Statement (a copy of any foreign communication first citing a listed reference is attached for the Examiner's reference).

Accordingly, Applicant has calculated no fee to be due in connection with the filing of this Information Disclosure Statement. However, the Director is authorized to charge any fee deficiency associated with the filing of this Information Disclosure Statement to a deposit account, as authorized in the Transmittal accompanying this Information Disclosure Statement.

Respectfully submitted,

12/17/2009

Date

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